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MIKE GLEASON
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ARIZONA CORPORATION COMMISSION

ORIGINAL

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Executive Secretary

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November 20, 2003

WS-01303A-02-0867

WS-01303A-02-0868

WS-01303A-02-0869

WS-01303A-02-0870

W-01303A-02-0908

Ms. Reba Fischer
13857 West Bola Drive
Surprise, AZ 85374-7030

Re: Arizona-American Water Company's Application for Rate Increase
Docket No. W-01303A-02-0867 et. al.

Dear Ms. Fischer:

I appreciate that you took the time to communicate your concerns on the application for a proposed rate increased filed by Arizona-American Water Company. Your letter will be placed in Docket Control for the record.

Unlike the legislature, a city council, or the board of supervisors, the Arizona Corporation Commission is a quasi-judicial body. We have different rules and statutes that we are required to follow. The Commissioners review the evidence, just like an appellate court would do, prior to making a decision on the utility's application.

Again, thank you for your letter. I will give every consideration to your comments. It was good to see you at the Public Comment hearing in Surprise on November 12th.

Sincerely,

William A. Mundell, Commissioner
Arizona Corporation Commission

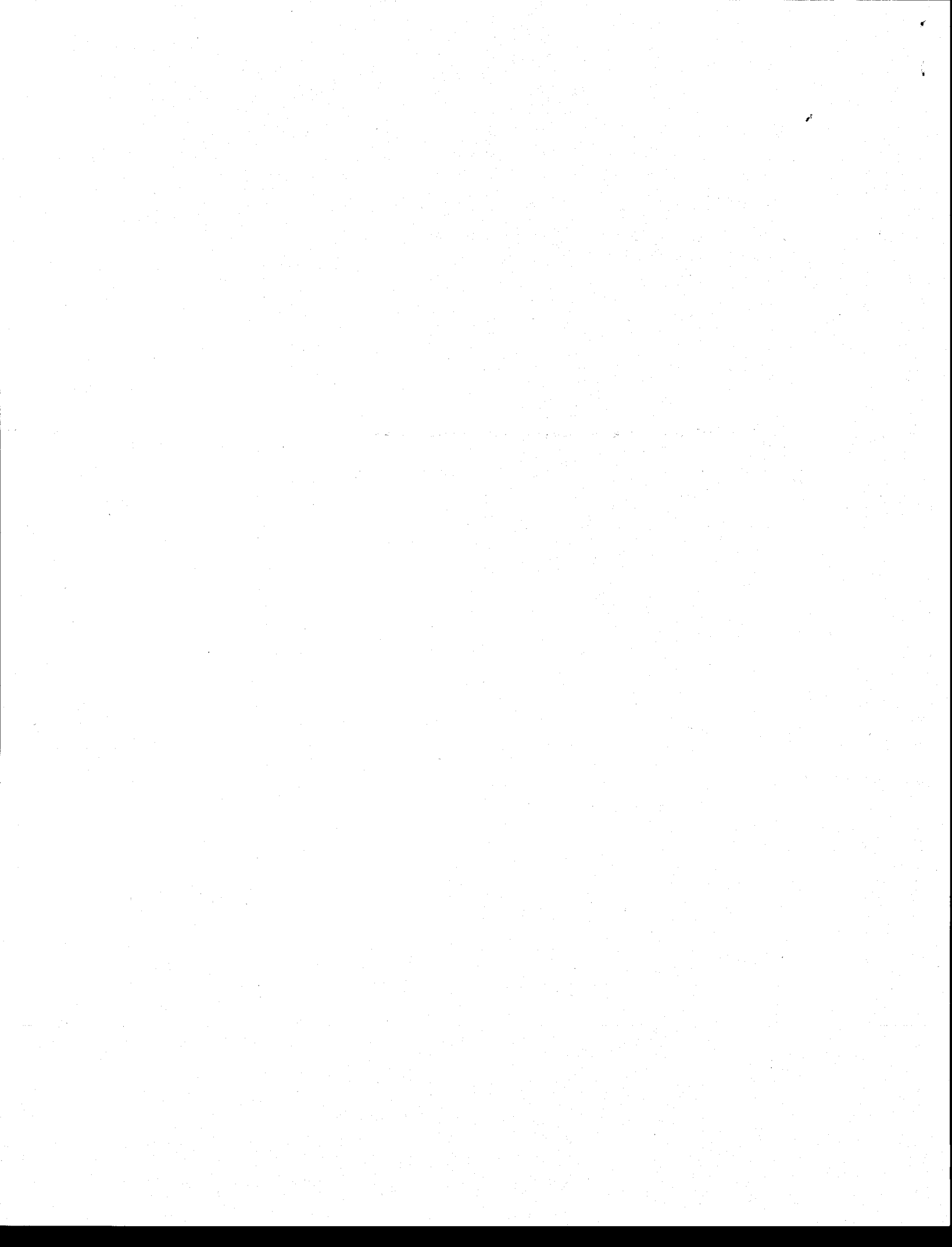
cc: Docket Control

Arizona Corporation Commission

DOCKETED

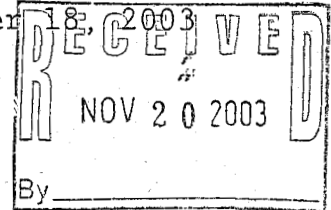
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| DOCKETED BY | |
|-------------|--|



Fischer
13857 W. Bola Drive
Surprise, AZ 85374-7030

November 18, 2003



Mr. William A. Mundell, Commissioner
ARIZONA CORPORATION COMMISSION
1200 West Washington Street
Phoenix, AZ 85007

RE: DOCKET NO. WS-01303A-02-0870
AGUA FRIA WASTEWATER DISTRICT

Dear Mr. Mundell:

I want to thank you and your assistant for spending a few minutes of your valuable time with me after the November 12th Meeting at Kingswood School, and providing handout material for my review. I am so sorry I was unable to make the meeting in time to hear the comments of all residents in attendance.

Even though this is the first request filed by Arizona-American Water Company since the early 1990's, I feel the company's contention that the costs of maintaining, operating and testing its water system is not a "fair assessment" of the current reason for a rate increase --- due to the fact all of these same conditions existed when AZ-American opted to take on responsibility for operation of these systems in January 2002, in all of these communities. Some Surprise citizens will only see a small increase, others are "hit hard", especially since the TOTAL billing is already quite high, considering all charges are included on ONE billing.

As examples, I have enclosed two of my own personal bills -- one for July -- June usage -- and the current one from November -- October usage. Please note that the reason for the "blank" usage in February and May was evidently due to the meter not being read! Ordinarily, my average usage per month is 4 to 5 units of water (748 gallons per unit); therefore, the COMPUTATIONS for the MONTHLY WASTEWATER CHARGES are "out of line", compared to the amount of water usage. It stands to reason that a person who only uses that amount of water monthly IS conserving water -- even without the consideration given to a "LIFE-LINE" allowance. I fully believe the water rate should be "tied" to the Water Conservation Program -- and that those of us who are LOW water users -- should not be penalized for those who waste water by running sprinklers during rainy days and/or washing off their vehicles and driveways on a weekly basis. There appears to be no enforcement at all for these offenders!! I would think, however, that a "LIFE-LINE" allowance is the best approach to "forcing" individuals to participate in saving our precious water.

The City of Phoenix offers a "LIFE-LINE" allowance, and their wastewater (sewer) fees are based upon January, February and March water usage (each year) which are considered the lowest water usage months in the Valley. Water usage is definitely higher during the summer months, but most of that is used for outdoor watering -- WHICH DOES NOT GO DOWN THE SEWER SYSTEM! I strongly recommend the wastewater charge should be calculated on a once-a-year basis, NOT on a monthly flat rate, as it currently is!!

Unfortunately, Surprise residents are continually living under the "double-edged sword" of the City Councillors, who are constantly increasing fees and taxes to support the many NEW PROJECTS within the City -- without regard to the income status of retired individuals, like myself, who moved to this LITTLE TOWN some seven years ago.

I attempted to keep my comments brief and to the point of the proposed increase, and hope my written efforts will assist the Commission Members in making fair recommendations to the Administrative Judge.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Reba Fischer".

Reba Fischer
Resident

RF:ms

Enclosures

Customer Account Information

For Service To: Reba F Fischer
13857 W Bola Dr
Account Number: 23-0079586-7
Premise Number: 23-0042008

Billing Period & Meter Information

Billing Date: Jun 24, 2003
Billing Period: May 21 to Jun 20 (30 days)
Next reading on/about: Jul 21, 2003
Rate Type: Residential

Meter readings in current billing period:

Meter Number S53243 is a 5/8-inch meter.
Present-actual 174
Last-estimate 167
T-gal used 7

Billing Summary

-----Prior Balance-----
Balance from last bill
Payments as of Jun 24, 2003. Thanks!
Total prior balance, Jun 24, 2003

-----Current Water Charges-----

Basic Service 10.00
Water Volume (\$1.78000 x 6.55) 11.66
Groundwater Withdrawal Fee .07
Total water charges, Jun 24, 2003 21.73

-----Current Wastewater Charges-----

Replenish SWR Base Surprise .90
Monthly Flat Rate (\$18.5000 x .70) 12.95
Total wastewater charges, Jun 24, 2003 13.85

-----Other Current Charges-----

Garbage Service (.70 @ 11.25) 7.88
Total other charges, Jun 24, 2003 7.88

-----Governmental Assessment Charges-----

Acc Assessment Fee .04
Total Surcharges, Jun 24, 2003 .04

-----Taxes-----

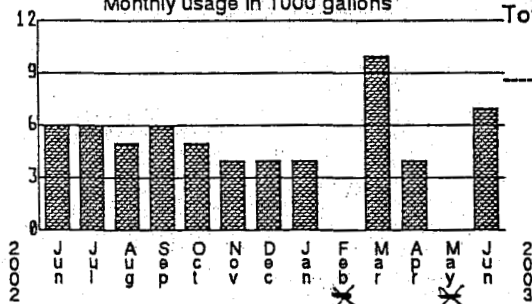
City Franchise Fee - Surprise .43
State Tax 1.24
County Tax - Maricopa .15
City Tax - Surprise .44
Water Use Tax .04
Total taxes, Jun 24, 2003 2.30

-----TOTAL AMOUNT DUE-----

\$45.80

Water Usage Comparison

Monthly usage in 1000 gallons



Messages to you from Arizona American

- Customers: if your service has been scheduled for termination, please do not put payment in drop boxes. All delinquent payments need to be made at the local office in order to cancel the scheduled termination of service. Thank You!
- Arizona-American takes great pride in the water we deliver to you. Our water meets or exceeds all standards. For more information, please visit us at www.azamwater.com.

Customer Account Information

For Service To: Reba F Fischer
13857 W Bola Dr
Account Number: 23-0079586-7
Premise Number: 23-0042008

Billing Period & Meter Information

Billing Date: Oct 24, 2003
Billing Period: Sep 23 to Oct 22 (29 days)
Next reading on/about: Nov 21, 2003
Rate Type: Residential

Meter readings in current billing period:

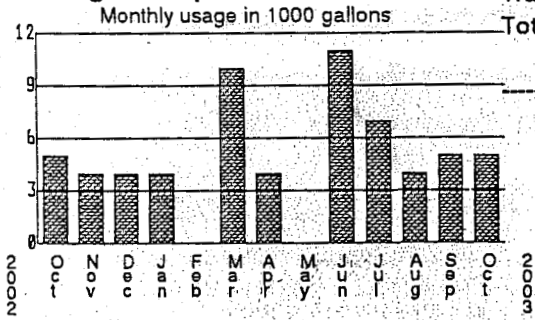
Meter Number S53243 is a 5/8-inch meter.
Present-actual 195
Last-actual 190
T-gal used 5

Billing Summary

-----Prior Balance-----
Balance from last bill
Payments as of Oct 24, 2003. Thanks!
Total prior balance, Oct 24, 2003
-----Current Water Charges-----
Basic Service
Water Volume (\$1.78000 x 5.00)
Groundwater Withdrawal Fee
Total water charges, Oct 24, 2003
-----Current Wastewater Charges-----
Replenish SWR Base Surprise
Monthly Flat Rate (\$21.7500 x 1.00)
Total wastewater charges, Oct 24, 2003
-----Other Current Charges-----
Garbage Service (1.00 @ 12.5)
Total other charges, Oct 24, 2003
--Governmental Assessment Charges--
Acc Assessment Fee
Total Surcharges, Oct 24, 2003
-----Taxes-----
City Franchise Fee - Surprise
State Tax
County Tax - Maricopa
City Tax - Surprise
Water Use Tax
Total taxes, Oct 24, 2003

| |
|---------|
| \$54.99 |
| -54.99 |
| .00 |
| 10.00 |
| 8.90 |
| .05 |
| 18.95 |
| .90 |
| 21.75 |
| 22.65 |
| 12.50 |
| 12.50 |
| .04 |
| .04 |
| .38 |
| 1.08 |
| .13 |
| .39 |
| .03 |
| 2.01 |
| \$56.15 |

Water Usage Comparison



Messages to you from Arizona American

Customers: if your service has been scheduled for termination, please do not put payment in drop boxes. All delinquent payments need to be made at the local office in order to cancel the scheduled termination of service. Thank You!

Reminder: There will be no garbage pickup on Monday, October 13th due to the Columbus Day Holiday. Bulk trash pickups are scheduled for Coyote Lakes, Westpoint Town Center, and the Original Townsite from October 6, 2003 to October 17, 2003.

Bulk trash will also be picked up in Sun Village, Kingswood Parke, Summerfield, Mt. Vista Ranch, The Orchards, Bellwest Ranch, Ashton Ranch, Greenway Parc, Legacy Parc, Countryside, Northwest Ranch and Rancho Gabriela subdivisions during the dates of October 20, 2003 to October 31, 2003.

Arizona-American takes great pride in the water we deliver to you. Our water meets or exceeds all standards.